



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

January 23, 2014

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: STOP SALE / DEMONSTRATION / DELIVERY HOLD
Safety Recall 13S12**

All 2013 Model Year Escape Vehicles Equipped with a 1.6L Engine
Risk of Localized Overheating of the Engine Cylinder Head that May Lead to Oil Leak
Fires

REF: Advance Notice – Safety Recall 13S12
Dated November 25, 2013

REASON FOR THIS UPDATE

The purpose of this update is to inform you that we are still working on final instructions and parts to support repairs. A complete Dealer Bulletin will be provided late first quarter when it is anticipated that parts will be available. Owners are being advised by mail the week of January 20, to maintain proper engine coolant level by following the Coolant Check procedure in the Maintenance section of the Owner's Manual.

Key points included in this bulletin:

- Initial owner mailing the week of January 20, 2014. Owners will be re-notified beginning in the 2nd Qtr. A small number of owners have been advised to contact their dealer and bring their vehicle(s) in for inspection of the fuel line jumper previously recalled under 12S35.
- OASIS Program Code 13Y03 is active to identify and process claims for vehicles that require fuel line inspection (**certain** vehicles built through July 11, 2012).
- A procedure to perform inspection of the Fuel Line Jumper installed by dealers under Safety Recall 12S35.
- A service action to perform a cooling system pressure test for vehicles that exhibit a coolant level that is below the "MIN" mark on the degas bottle. A unique Program Code 13Y04 is established for claiming purposes only.

NOTE: Final repair instructions for enhancements to the engine shielding, cooling and control systems are still under development.

AFFECTED VEHICLES

All 2013 model year Escape vehicles equipped with a 1.6L engine built at the Louisville Assembly Plant. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information was made available on November 25, 2013.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, localized overheating of the engine cylinder head may cause the cylinder head to crack causing an oil leak that may result in a fire in the engine compartment.

In a subset of the affected vehicles built through July 11, 2012; the service fuel line jumper installed during Safety Recall 12S35 may have been installed incorrectly. An improperly positioned fuel line jumper may chafe on other engine components over a period of time and leak fuel. A fuel leak in the presence of an ignition source may result in a fire.

SERVICE ACTION

Service parts and repair procedures are not currently available to address potential overheating concerns. A complete Dealer Bulletin will be provided to dealers late in the first quarter of 2014 when it is anticipated that repair instructions and parts ordering information will be available to support this safety recall. At this time, dealers are to do the following:

- For **certain** vehicles built through July 11, 2012, inspect the fuel line jumper that was installed under Safety Recall 12S35 for correct orientation and replace it only if it is not installed properly. These vehicles are identified in OASIS by a unique Program Code, 13Y03.
- Some customers that check their coolant level may bring their vehicle to your dealership. For any vehicles that exhibit a coolant level that is below the “MIN” mark on the degas bottle, perform a cooling system pressure test per Workshop Manual Section 303-03A_Diagnosis and Testing, perform required repairs, and add coolant as necessary.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail the week of January 20, 2014. Owners are advised to maintain proper engine coolant level by following the Coolant Check procedure in the Maintenance section of the Owner’s Manual to substantially reduce the risk of overheating leading to a fire.

Owners of vehicles previously recalled under 12S35 will also be advised to contact their dealer and bring their vehicle(s) in for inspection of the fuel line jumper.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Owner Notification Letters
- Dealer Q & A

QUESTIONS?

Customer Service Manager (Dealer Assistance Only)	1-866-631-3788
Customer Relationship Center (Customer Assistance Only)	1-800-392-3673
Special Service Support Center (Dealer Assistance Only)	1-800-325-5621
Special Service Support Center (Parts Order Line Only)	1-800-207-2444

Sincerely,



Michael A. Berardi

STOP SALE / DEMONSTRATION / DELIVERY HOLD – Safety Recall 13S12

All 2013 Model Year Escape Vehicles Equipped with a 1.6L Engine
Risk of Localized Overheating of the Engine Cylinder Head that May Lead to Oil Leak Fires

OASIS ACTIVATED?

Yes, OASIS was activated on November 25, 2013.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list was made available through <https://web.fsavinlists.dealerconnection.com> on November 25, 2013.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

CUSTOMER HANDLING

Dealers will likely be contacted by some Escape Owners regarding this field service action. Please advise them that:

- Based on existing warning systems, Ford has NOT issued a “Do Not Drive” directive.
- As always, owners should seek service if gauges, warnings, or vehicle performance indicate unusual conditions while operating the vehicle.
- Owners should maintain proper coolant level.
- For **certain** vehicles built through July 11, 2012 and identified in OASIS by Program Code **13Y03**; schedule an appointment to have the fuel line jumper inspected.

Some 2013 Escape owners may have experienced multiple recalls during their ownership experience. Based on this, there may be customers who require some extraordinary actions to be satisfied under the current situation. Ford has increased staff to assist you with customer handling. Contact your Customer Service Manager for customers requiring additional support:

- Call your Customer Service Manager directly at 1-866-631-3788, select 2 for dealership employees, enter P&A code, and select 1 to reach your Ford CSM, or
- Open an FMC360 case for your customer that will automatically be directed to your facing Customer Service Manager (CSM). The CSM will contact you within 2 hours to discuss the customer’s unique handling requirements.

NOTE: We are NOT advising customers to stop driving their vehicles at this time. An improved control system was implemented both in production and in the field through the November 2012 recall (12S41) to reduce the potential for severe engine overheats, to detect severe overheats earlier, and to warn the driver to ‘stop safely now.’

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STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

If inspection reveals that a customer's vehicle requires the replacement of the fuel line jumper and it is necessary to order parts, Ford Motor Company will pay for one (1) day of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rental will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one (1) rental day is required from the Special Service Support Center (1-800-325-5621).

SPECIAL HANDLING ALLOWANCE

After FSA repairs are completed on a vehicle, dealers will be provided an allowance to:

- Wash and vacuum the customer's vehicle,
- Top off the fuel tank, and/or
- Provide vehicle pick-up and/or delivery.

Dealers will be authorized to claim up to \$75 to cover a combination of the above special handling actions as they choose.

NOTE: For vehicles requiring fuel line jumper inspection prior to the final repairs, this special handling allowance may be applied using OASIS Program Code 13Y03.

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CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.

Fuel Line Inspection Claims Using Program Code 13Y03 (Certain Vehicles built through July 11, 2012)

- Labor operations 13S12A and 13S12B must be submitted on an FSA claim using Program Code 13Y03.
- For Special Handling items (sold vehicles only), claim up to a maximum combined value of \$75. All Special Handling claims must be on the same repair line using Program Code 13Y03.
 - Wash/Vacuum: Enter Miscellaneous Expense Code "SCHP".
 - Misc. Expense Code: SCHP
 - Misc. Expense Amount: Total amount
 - Fuel Fill: Enter Miscellaneous Expense Code "FUEL".
 - Misc. Expense Code: FUEL
 - Misc. Expense Amount: Total amount
 - Vehicle Pick-up/Delivery: Enter Miscellaneous Expense Code "SCHP".
 - Misc. Expense Code: SCHP
 - Misc. Expense Amount: Total amount

NOTE: Maintain supporting documentation for all Miscellaneous Expenses according to procedure as identified in the Warranty and Policy Manual. Include receipts for miscellaneous expenses documented in service file.

- Related damage for fuel line jumper inspection and or replacement must be claimed on a repair line that is separate from the repair line on which the FSA is claimed using Program Code 13Y03. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor for Program Code 13Y03 requires prior approval from the Special Service Support Center.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".

Cooling System Pressure Test, Repair, and Fill Claims Using Program Code 13Y04

- Labor operation 13S12C must be submitted on an FSA claim using Program Code 13Y04.
- Related damage for any coolant leaks found must be claimed on a repair line that is separate from the repair line on which the FSA is claimed using Program Code 13Y04. Related damage for Program Code 13Y04 does not require prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line. "MT" labor for Program Code 13Y04 does not require prior approval from the Special Service Support Center.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect Fuel Line Jumper Installation – Inspection PASSED	*13S12A	0.2 Hours
Replace Fuel Line Jumper – Inspection FAILED	*13S12B	0.5 Hours
Perform Cooling System Pressure Test and Add Coolant As Needed (See claiming instructions for 13Y04)	13S12C	0.7 Hours

***NOTE: Labor operations 13S12A and 13S12B are only applicable to certain vehicles built through July 11, 2012 and identified by OASIS Program Code 13Y03.**

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
**CV6Z-9J280-F	Fuel Line Jumper	1 (Only required if inspection failed)
VC-3DIL-B (US) CVC-3DIL-B (Canada)	Motorcraft Orange Antifreeze / Coolant Prediluted	Up to 1 Gallon (only as required)

The DOR/COR number for this recall is 50532.

**To manage part availability, dealers must contact the Special Service Support Center Parts Order Line at 1-800-207-2444 to order a Fuel Line Jumper (if required).

When calling to place an order for a Fuel Line Jumper, please be prepared to provide dealer P&A code, VIN, RO# and Vehicle Mileage.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Questions regarding parts should be directed to the Special Service Support Center Parts Order Line (1-800-207-2444) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 “WARRANTY PARTS RETENTION AND RETURN POLICIES.”

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2013 MODEL YEAR ESCAPE VEHICLES EQUIPPED WITH A 1.6L ENGINE — FUEL LINE JUMPER INSPECTION

OVERVIEW

In **certain** 2013 Escape models equipped with a 1.6L engine built through July 11, 2012; the service fuel line jumper that was installed during Safety Recall 12S35 may have been installed incorrectly. An improperly positioned fuel line jumper may chafe on other engine components over a period of time and leak fuel.

At this time, dealers are to inspect the fuel line jumper for correct installation and replace it only if it is not installed properly.

Updated information for Safety Recall 13S12 will be provided to dealers late in the first quarter of 2014 when it is anticipated that repair instructions and parts ordering information will be available to support concerns for a risk of overheating that may result in engine fires.

SERVICE PROCEDURE

Fuel Line Jumper Inspection (Certain Vehicles Built Through July 11, 2012 and Identified in OASIS by Program Code 13Y03)

1. Using OASIS determine if "Safety Recall 12S35" has been performed on the vehicle.
 - If "Safety Recall 12S35" **was not** previously performed (12S35 is open in OASIS), perform "Safety Recall 12S35" and also claim the "Inspection Passed" labor operation.
 - If "Safety Recall 12S35" **was** previously performed on the vehicle (12S35 is not open in OASIS), continue with this procedure to inspect the fuel line jumper.

NOTICE: When working with liquid or vapor tube connectors, make sure to use compressed air to remove any foreign material from the connector retaining clip area before separating from the tube or damage to the tube or connector retaining clip can occur. Apply clean engine oil to the end of the tube before inserting the tube into the connector.

NOTICE: Do not use any tools to disconnect the quick connect coupling on the air intake tube center section. The use of tools may cause a deformity in the clip components which may cause leaks.

NOTICE: Whenever turbocharger air intake system components are removed, always cover open ports to protect from debris. It is important that no foreign material enter the system. The turbocharger compressor vanes are susceptible to damage from even small particles. All components should be inspected and cleaned, if necessary, prior to installation or reassembly.

2. Remove the engine appearance cover.



3. Disconnect the EVAP line quick connect coupling from the air intake tube center section. Set the clip aside for re-installation to prevent it from falling into the engine compartment. See Figure 1.
4. Loosen the 2 clamps and remove the air intake tube center section. See Figure 1.
 - To install, tighten to 5 Nm (44 lb-in).

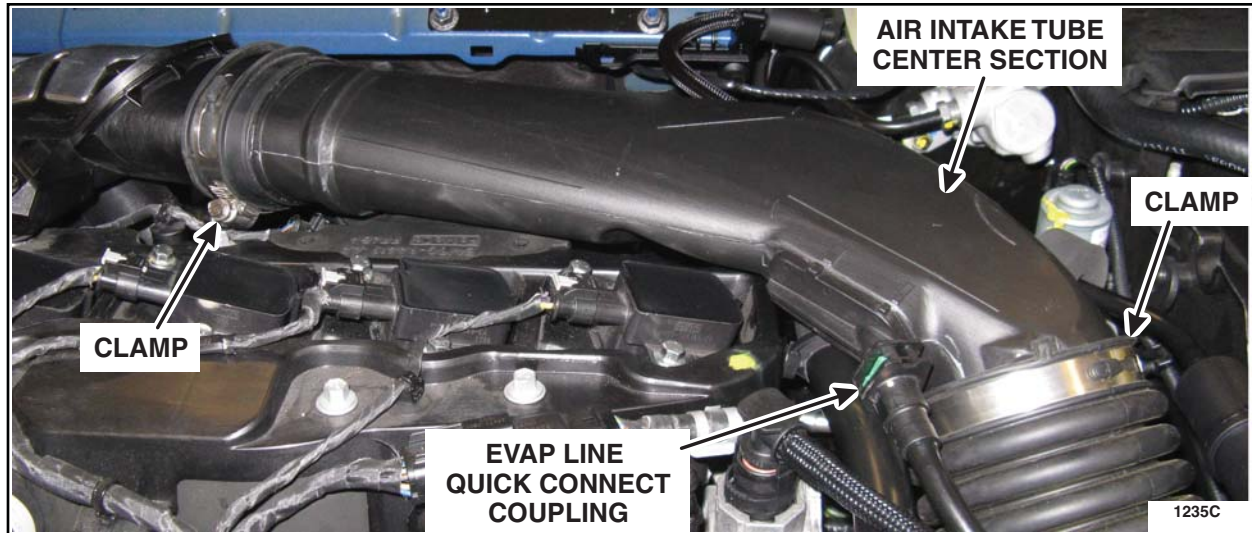


FIGURE 1



5. Inspect the fuel line jumper orientation. See Figure 2, 3, and 4.

- There are three different style service Fuel Line Jumpers that may have been installed during Safety Recall 12S35.

- **Type 1** - Plastic line with fuel pulse damper.
- **Type 2** - Plastic line without fuel pulse damper.
- **Type 3** - Plastic line without fuel pulse damper and with silver foil protective covering.

For all three of these line types, the correct installation is with the white "ENGINE SIDE" tag on the line closest to the engine connection side. See Figure 2, 3, and 4, for examples of correct installations.

- If the fuel line jumper **is** installed as shown, with the "ENGINE SIDE" tag located closest to the engine (front of vehicle), no further action is required. Reassemble the vehicle by reversing the removal procedure.
- If the fuel line jumper **is not** installed as shown, with the white "ENGINE SIDE" tag located closest to the engine (front of vehicle), proceed to "Fuel Line Jumper Replacement".

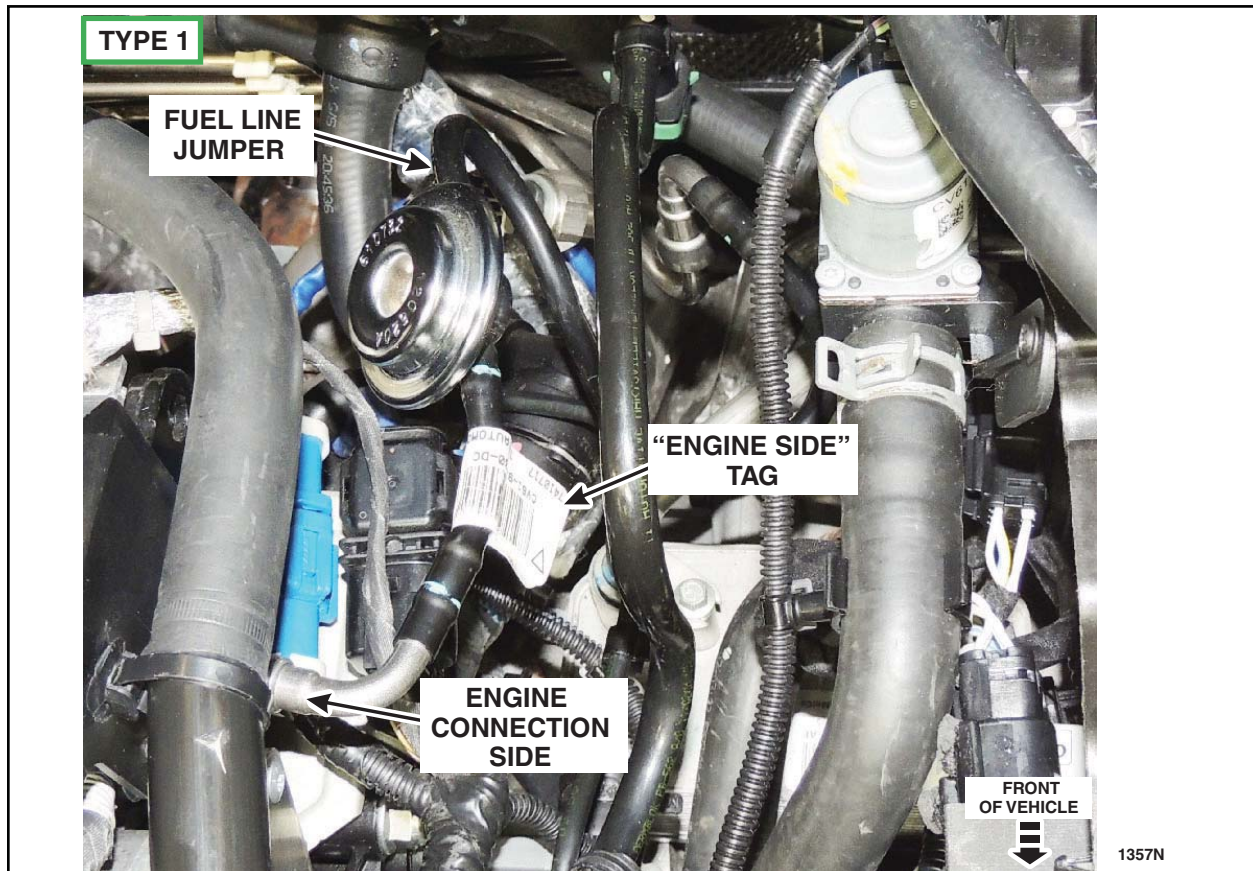


FIGURE 2



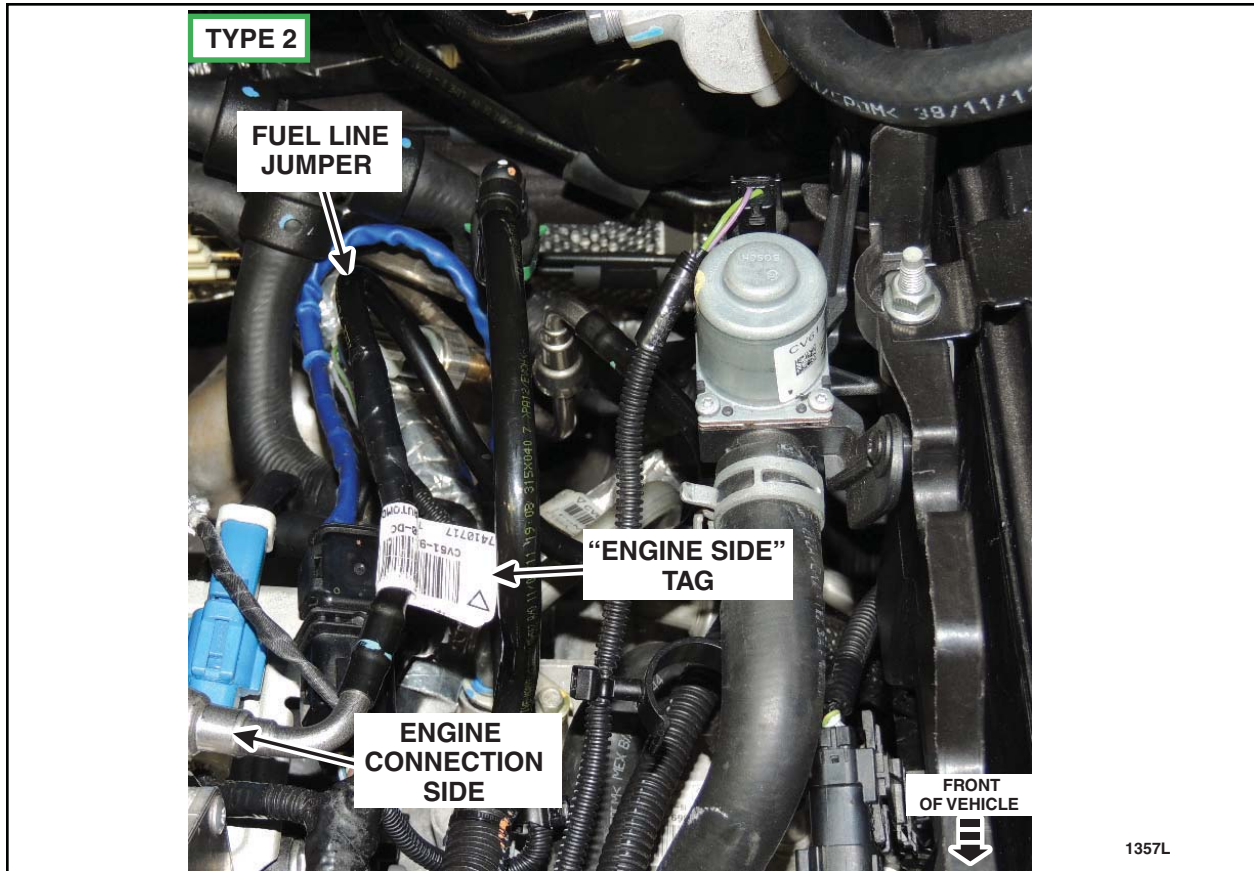


FIGURE 3

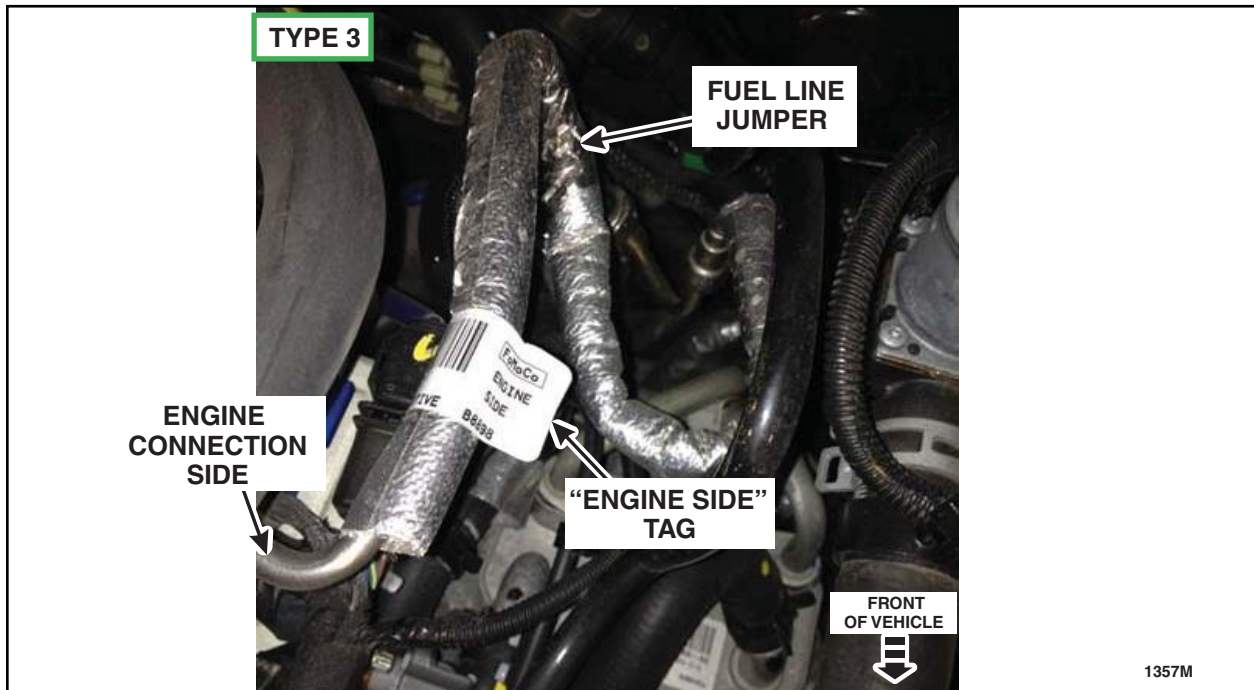


FIGURE 4



Fuel Line Jumper Replacement

⚠ WARNING: Before beginning this service procedure, review the Safety Warnings contained in Workshop Manual (WSM), Section 100-00.

NOTICE: Do not loosen any fittings or plugs on the fuel injection pump.

NOTE: The fuel line jumper should only be replaced if the existing line on the vehicle is verified to be installed incorrectly.

1. Remove the two retainers and the lower passenger side Instrument Panel (IP) insulator, to access the Body Control Module (BCM). See Figure 5.

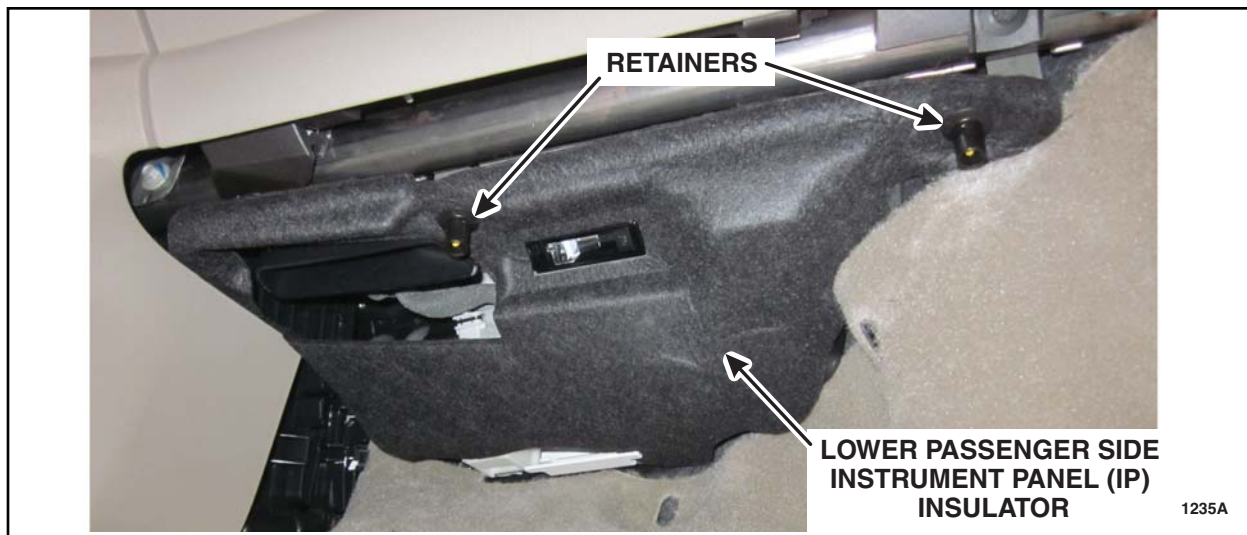


FIGURE 5

2. Remove Fuse #56 (Fuel Pump Module fuse), from the BCM. See Figure 6.

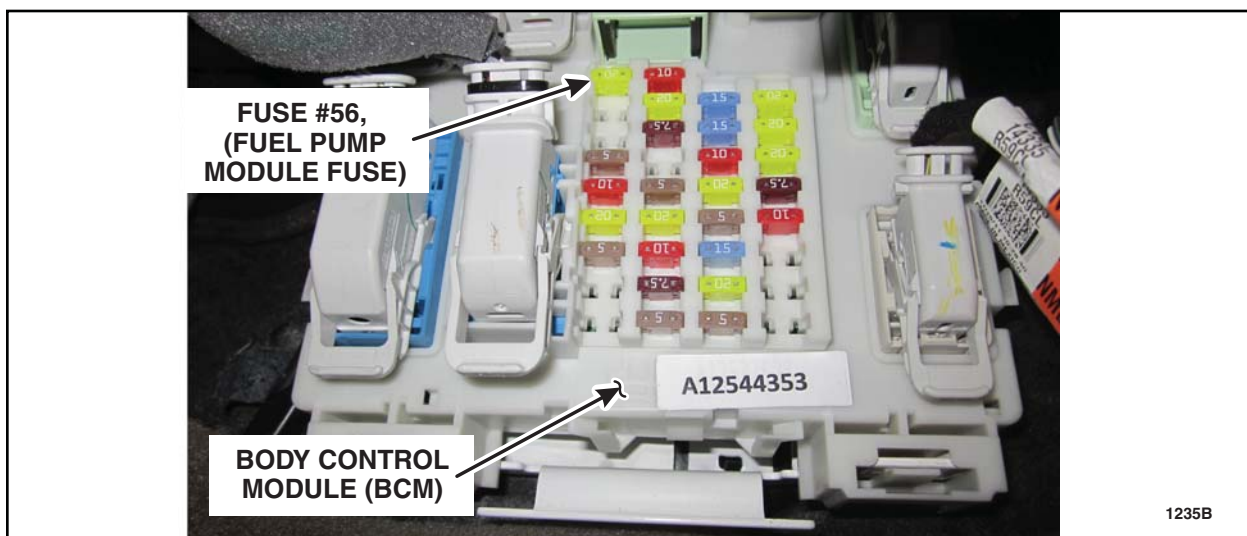


FIGURE 6



3. Start the engine and allow it to idle until the engine stalls.
 4. Crank the engine for approximately five seconds to make sure that the fuel rail pressure is released.
 5. Turn the ignition switch to the OFF position.
 6. Disconnect the battery ground cable. Refer to WSM, Section 414-01.
 7. Remove the two bolts and position the master cylinder reservoir aside. See Figure 7.
- To install, tighten to 2.5 Nm (22 lb-in).

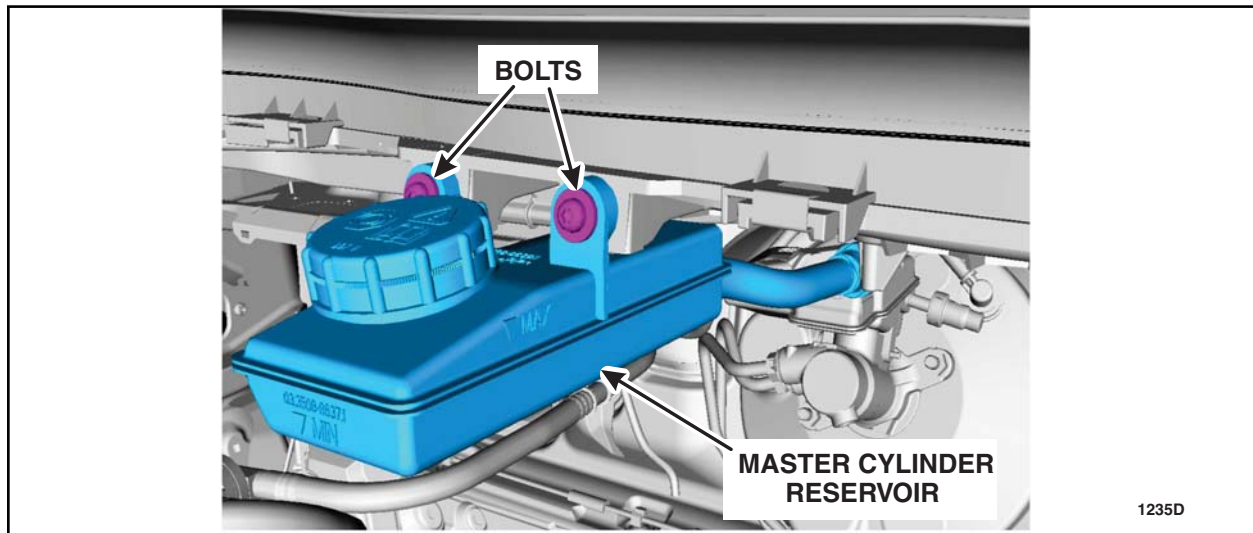


FIGURE 7



NOTICE: Fuel injection equipment is manufactured to very precise tolerances and fine clearances. It is essential that absolute cleanliness is observed when working with these components or component damage can occur. Always install plugs to any open orifices or tubes.

NOTE: Use a shop towel to absorb any residual fuel that is released when disconnecting the fuel lines.

8. Remove and discard the fuel line jumper. See Figure 8.

- Using Special tool 310-S039 or equivalent disconnect the fuel line quick connect couplings.

NOTE: The fuel line jumper shown is installed in the **incorrect orientation** with the "ENGINE SIDE" tag **not** located closest to the engine (further from front of vehicle).

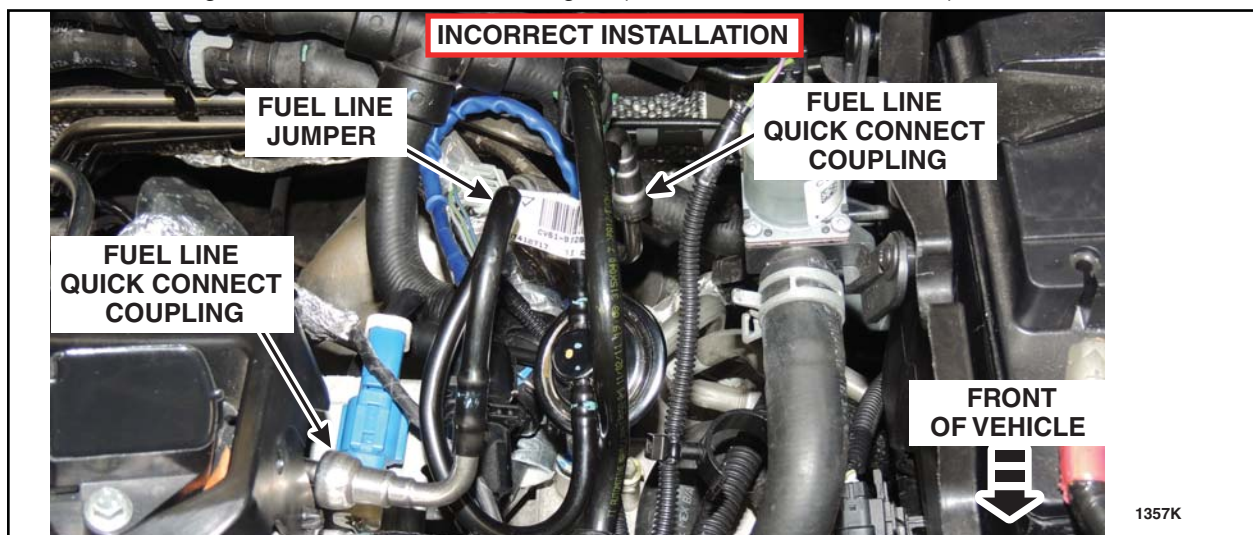


FIGURE 8



Fuel Line Jumper Installation

NOTE: The new fuel line jumper design does not have a fuel pulse damper.

NOTE: Once the fuel line jumper is installed, the yellow "ENGINE CONNECTION" tag should be positioned closest to the engine (front of vehicle). See Figure 9.

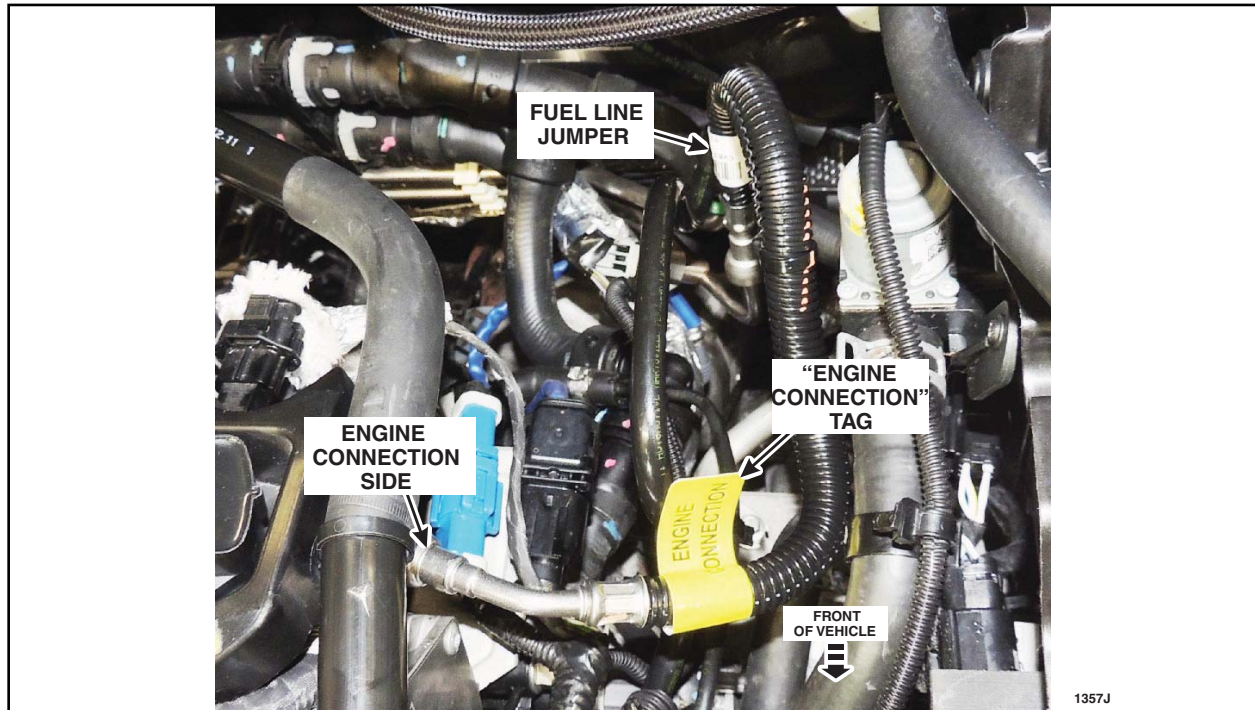


FIGURE 9

NOTICE: When connecting the *new* fuel line jumper, do not force it in at an angle or damage to the fuel line o-rings may occur. Minimal effort is required to connect the fuel line. If excessive effort is observed, re-align and try again.

1. To install the *new* fuel line jumper, reverse the removal procedure.

- Be sure that the yellow "ENGINE CONNECTION" tag is positioned closest to the engine (front of vehicle) before attachment. See Figure 9.
- Connect the engine side of the fuel line jumper first.
- Push the fuel line jumper connectors onto the lines. Listen for a click, then pull on the connectors to verify proper attachment.
- After installation is complete, carry out a Key ON Engine OFF (KOEO) visual inspection for fuel leaks.





Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

January 2014

***** IMPORTANT SAFETY RECALL *****
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Safety Recall Notice 13S12 / NHTSA Recall 13V-583
Aviso de Revisión de Seguridad 13S12

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This notice applies to your vehicle, 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue? On your vehicle, localized overheating of the engine cylinder head may cause the cylinder head to crack causing an oil leak that may result in a fire in the engine compartment.
Ford is working closely with its suppliers to produce parts to correct the condition. Parts are anticipated to be available by the second quarter of 2014.

What will Ford and your dealer do? You will be re-notified by mail when parts are available. At that time, Ford Motor Company will authorize your dealer to make enhancements to the engine shielding, cooling and control systems. These enhancements will be completed free of charge (parts and labor).

What should you do? Ford will re-notify you by mail when replacement parts are available to address overheating. In the meantime,

- 1) If your vehicle exhibits symptoms of overheating, or an engine oil or coolant leak, please contact your dealer and request a service appointment for proper diagnosis and repair.
- 2) Maintain proper engine coolant level by following the Coolant Check procedure in the Maintenance section of your Owner's Manual to substantially reduce the risk of overheating leading to a fire.

**What should you do?
(Continued)**

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact our Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

Para asistencia en Español:

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at www.fleet.ford.com.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 13V-583.

Thank you for your attention to this important matter.

Ford Customer Service Division

STOP SALE / DEMONSTRATION / DELIVERY HOLD – Safety Recall 13S12
All 2013 Model Year Escape Vehicles Equipped with a 1.6L Engine
Risk of Localized Overheating of the Engine Cylinder Head that May Lead to Oil Leak Fires

DEALER Q & A

Ford is taking precautions to protect its customers by conducting a safety recall of 2013MY Ford Escapes equipped with a 1.6L engine. Ford's investigation of these vehicles has identified a potential localized overheating of the engine cylinder head. The localized overheating may cause the engine cylinder head to crack, causing an oil leak that may result in a fire in the engine compartment.

- We are not aware of any injuries as a result of this condition.
- The fix will include enhancements to the engine shielding, cooling and control systems.
- A subset of these vehicles (built through July 11, 2012) will also be inspected to determine whether the engine compartment fuel line may have been installed incorrectly by service technicians in a previous recall. If installed incorrectly, the engine compartment fuel line could chafe over a period of time and leak fuel.
- Ford is committed to providing our customers with top quality vehicles. We are equally committed to addressing potential issues and responding quickly for our customers.

Q. What is the issue?

A. There is the potential for localized overheating of the engine cylinder head. The localized overheating may cause the engine cylinder head to crack, causing an oil leak that may result in a fire in the engine compartment.

Q. Is this the same issue as the earlier recalls for 2013 Escapes for potential fires?

A. No. Our extensive engineering analyses show there is a specific risk for localized overheating of the engine cylinder head. The localized overheating may cause the engine cylinder head to crack, causing an oil leak that may result in a fire in the engine compartment. The prior recalls were effective in addressing the other root causes.

Q. What is the recommended repair?

A. The final repair will include enhancements to engine shielding, cooling and control systems.

Q. When will parts be available?

A. We are still finalizing repair instructions. An updated Dealer Bulletin will be provided to dealers late in the first quarter of 2014 when it is anticipated that complete repair instructions and parts ordering information will be available to support this safety recall. Parts for vehicles that do not pass Fuel Line Jumper inspection are available now.

Q. When do you plan to notify owners?

A. Owners of record are being notified via first-class mail the week of January 20, 2014. Owners will be re-notified in the second quarter of 2014 when parts become available to complete the enhancements to the engine shield, cooling and control systems.

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- Q. Why aren't you advising customers to stop driving the affected Escape models when that was the course of action you took for a possible fire situation last year?**
- A. We implemented an improved control system to reduce the potential for severe engine overheats, detect severe overheats earlier and warn the driver to 'stop safely now,' both in production and in the field through our November 2012 recall (12S41). Owners are advised to maintain proper engine coolant level by following the Coolant Check procedure in the Maintenance section of the Owner's Manual to substantially reduce the risk of overheating leading to a fire.
- Q. When should a coolant pressure test be performed?**
- A. Owners are being advised to maintain proper coolant levels. If a vehicle is brought in to your dealership with coolant below the "MIN" line, a coolant pressure test and any required repairs should be performed.
- Q. Are there any early warning signs or symptoms a customer would notice that would indicate a problem?**
- A. In addition to implementing an improved control system to reduce the potential for severe engine overheats and detect severe overheats earlier, we also implemented a warning for the driver to 'stop safely now,' both in production and in the field through our November 2012 recall (12S41).
- Q. Is this a condition that can occur when the vehicle is turned off?**
- A. No.
- Q. Is it safe for customers to park their vehicles in their garage?**
- A. Yes.
- Q. In November 2012, you recalled both the 2013MY Escape and the Fusion for overheat conditions that may lead to an engine compartment fire. Why isn't Fusion included in this recall?**
- A. The engine application is different in the Fusion than the Escape. We do not see similar reports in the Fusion.
- Q. Why aren't the 2014MY Escapes included in this recall? What's different?**
- A. In the 2014MY, we introduced a new engine temperature sensor. We are not aware of any reports of issues in 2014MY Escapes.
- Q. Why don't you put that same sensor in the 2013MY Escapes?**
- A. The incorporation of the sensor required a change in design of the engine and is not backwards compatible.



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

January 2014

*** * * IMPORTANT SAFETY RECALL * * ***
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Safety Recall Notice 13S12
NHTSA Recall 13V583 and 13V584

Aviso de Revisión de Seguridad 13S12

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This notice applies to your vehicle, 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, localized overheating of the engine cylinder head may cause the cylinder head to crack causing an oil leak that may result in a fire in the engine compartment (NHTSA Recall 13V-583).

Ford is working closely with its suppliers to produce parts to correct the condition. Parts are anticipated to be available by the second quarter of 2014.

In addition, the service fuel line jumper that was installed during previous Safety Recall 12S35 may have been installed incorrectly. An improperly installed fuel line jumper may chafe on other engine components over a period of time and leak fuel. A fuel leak in the presence of an ignition source may result in a fire (NHTSA Recall 13V-584).

What will Ford and your dealer do?

Ford will re-notify you when parts become available to address localized overheating of the engine cylinder head. At that time, Ford Motor Company will authorize your dealer to make enhancements to the engine shielding, cooling and control systems. In addition, at this time, Ford Motor Company has authorized your dealer to inspect the installation of the fuel line jumper and replace it if necessary. These enhancements and repairs will be completed free of charge (parts and labor).

What should you do? Schedule a service appointment now to have the service fuel line jumper inspected.

Ford will re-notify you by mail when replacement parts are available to address overheating. In the meantime,

- 1) If your vehicle exhibits symptoms of overheating, or an engine oil or coolant leak, please contact your dealer and request a service appointment for proper diagnosis and repair.
- 2) Maintain proper engine coolant level by following the Coolant Check procedure in the Maintenance section of your Owner's Manual to substantially reduce the risk of overheating leading to a fire.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What if you no longer own this vehicle? If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further? If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact our Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

Para asistencia en Español:

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at www.fleet.ford.com.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 13V-583 and 13V-584.

Thank you for your attention to this important matter.

Ford Customer Service Division

DEALER EXECUTIVE SUMMARY

STOP SALE / DEMONSTRATION / DELIVERY HOLD – Safety Recall 13S12
 All 2013 Model Year Escape Vehicles Equipped with a 1.6L Engine
 Risk of Localized Overheating of the Engine Cylinder Head that May Lead to Oil Leak Fires

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

PROGRAM

Program Type	Safety Recall
Stop Sale	Yes
Demonstration Hold	Yes
Delivery Hold	Yes
Program Expiration	None

PARTS & SERVICE

Parts Required	Yes
Parts Available	Cooling System Updates: No – Late 1st quarter 2014 Fuel Line Jumper: Yes – Available now
Interim Repair Available	Interim Inspections: Fuel Line Inspection (Vehicles built through July 11, 2012 identified by OASIS Program Code 13Y03) Coolant System Check for Vehicles with Low Coolant
Repair Universe/Percentage of vehicles expected to require a repair	100% of affected vehicles
New FSA Special Service Tools Needed	TBD
Unique Related Damage Provision	Yes, Repairs identified during Coolant System Check are to be claimed under Program Code 13Y04
Labor Time	As required for Interim Inspection and Repairs

CUSTOMER HANDLING

Towing Reimbursement	Not Required
Rental Assistance / Customer Handling	Yes For customer satisfaction assistance prior to repair availability, contact your Customer Service Manager
Refunds Authorized	No
Special Handling	Yes
Vehicle Storage	No

ADMINISTRATION

OASIS On	November 25, 2013
Owner Notification	January 23, 2014